FUNCTIONAL AREA 4

Customer Technical Support (CTS)

Incumbents in this functional area serve both internal and external clients and are responsible to troubleshoot, provide facilitation and customer service, carry out hardware and software installation, configuration and upgrades, and perform systems resolution, monitoring and maintenance.

CUSTOMER TECHNICAL SUPPORT	Assistant Information Technology Specialist	Information Technology Specialist I	Information Technology Specialist II	Information Technology Specialist III
Knowledge of:				
Customer service and customer support principles in an IT environment	X	X	X	X
Basic personal computer/client workstation applications and operating system software	X	X	X	X
General computer architecture (CPU, memory allocation, peripheral devices, I/O, etc., in order to perform basic technical support functions)	X	X	X	X
Basic customer technical support standards, protocols, and procedures, including tracking procedures and security devices	X	X	X	X
New and innovative customer support methods and techniques		X	X	X
A wide variety of applications, operating systems, protocols, and equipment used by customer organizations		X	X	X
Operations support- knowledge of procedures to ensure production or delivery of products and services, including tools and mechanisms for distributing new software		X	X	X
Methods and practices for troubleshooting, recovering, adjusting, modifying and improving IT systems		X	X	X
Basics of information systems/network security –Knowledge of methods, tools, and procedures, including development of information security plans, to prevent information systems vulnerabilities, and provide or restore security of information systems and network services		X	X	X
IT training methods and knowledge-based applications		X	X	X
Asset management software		X	X	X
PC diagnostic and tuning tools		X	X	X
Systems testing and evaluation principles, methods and tools		X	X	X
Infrastructure design-Advanced knowledge			X	X

of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software				
Database management and methods			X	X
Advanced information technology problem management methods and practices				X
Ability to:				
Perform highly structured entry-level technical consultation and analytical work designed to develop broader and more in-depth knowledge and skill needed to respond to complex customer hardware and/or software help requests	X	X	X	X
Assist to provide support in a manner that minimizes interruptions in customer's ability to carry out critical IT supported business activities	X	X	X	X
Provide helpdesk support and prioritize customer requests based on the criticality of the problem and the organizational constraints to determine appropriate response	X	X	X	X
Monitor information technology computer systems to prevent, eliminate, or minimize customer service disruptions	X	X	X	X
Perform basic technical support including diagnosis, repairs, setup, configuration in a PC/desktop environment	X	X	X	X
Assist to install, upgrade, configure, troubleshoot, and maintain customer hardware and software, including hardware and software on servers, desktop and notebook computers	X	X	X	X
Provide customer training	X	X	X	X
Perform routine daily balancing and downloads	X	X	X	X
Assist to analyze proposed system requirements and participate in analytical studies in the evaluation of new end user products for the PC/desktop environment	X	X	X	X
Ensure the operation of all peripheral hardware (i.e. printers, modems)	X	X	X	X
Support a wide-range of applications running on multiple platforms		X	X	X
Effectively report, respond to, and resolve complex technical hardware, software operating systems and/or network support requests.		X	X	X
Participate in the research, evaluation, and testing of hardware and software products and systems solutions		X	X	X

Develop and present formal and informal training and assistance to customers.		X	X	X
Evaluate the feasibility of adopting new methods to enhance customer satisfaction related to technical problem resolution.		X	X	X
Install, configure, upgrade, and troubleshoot hardware and software components.		X	X	X
Develop new methods, approaches and procedures related to customer technical support			X	X
Troubleshoot and respond to difficult service requests involving complex hardware and/or software problems affecting a large number of users referred from lower level IT staff			X	X
Provide technical support in a manner that minimizes interruptions in the customer's ability to carry out mission critical business activities			X	X
Develop customer support policies, procedures, and standards			X	X
Provide technical leadership in group customer technical support projects			X	X
Test and optimize the functionality of systems, networks, and data			X	X
Evaluate complex proposals for the acquisition of information technology products or services related to customer technical support				X
Identify and define business or technical requirements applied to the design, development, implementation, management, and support of systems and networks.				X
Plan, implement and manage problem management systems designed to effectively recognize, report, track, and resolve problems.				X
Provide guidance in order to determine hardware and operating system resource requirements for the larger and more complex systems within the organization.				X
Provide technical leadership in complex large group customer technical support projects.				X

Assistant Information Technology Specialist, (Customer Technical Support)

Incumbents apply a basic understanding of information technology to assist to troubleshoot, facilitate and provide customer service, and carry out hardware and software installation, configuration and upgrades, and perform systems operations, monitoring and maintenance. Tasks are performed under close technical supervision with more complex problems being referred to more experienced specialists. Incumbents have responsibility to respond and log in customer calls; provide first-level response to

diagnose and resolve customer reported incidents; identify resources and solutions to problems; keep clear and accurate documentation of solutions and equipment; coordinate equipment deliveries, software licensing compliance and inventory control/asset tracking; participate in technical support staff meetings; and provide customer training. As experience is gained on the job, incumbents gain a more conceptual approach to problem solving, looking ahead to forecast and prevent information technology hardware and/or software problems before they become critical.

Information Technology Specialist I, (Customer Technical Support)

Incumbents apply an understanding of hardware maintenance and repair, software and operating problem resolution procedures and diagnostic and tuning tools to support a wide range of proprietary applications running on multiple platforms. Duties include installing, configuring, upgrading and troubleshooting any hardware/software or network difficulties in a moderately complex environment. Incumbents are also responsible to develop and conduct training for customers and less experienced employees in the use of systems and applications supported by the customer support organization; provide technical support including diagnosis, repairs, setup, and configuration; perform system diagnostics; monitor and analyze system performance; coordinate working relationships with customers; and participate to provide technical support including diagnosis, repairs, setup, and configuration. Work at this level involves resolving a full range of customer problems, including problems that are referred from a lower level.

Information Technology Specialist II, (Customer Technical Support)

Incumbents demonstrate proficiency of business and technical IT competencies, with a specialization in methods and practices for troubleshooting, recovering, adjusting, and improving information technology systems. They apply knowledge of a wide variety of applications, operating systems, protocols, and equipment used in customer organizations to troubleshoot and resolve complex technical information technology problems. Incumbents also demonstrate advanced customer service skills and work effectively as a member and/or lead of a technical support team. The scope of the work consists of resolving the most difficult customer support requests, including those involving integration or configuration related issues. Systems supported involve a wide variety of different platforms, operating systems, applications, and desktop configurations affecting a large number of users. They are also responsible to provide technical support in a manner that minimizes interruptions in customer's ability to carry out critical business activities; develop, update, and maintain a comprehensive database of technical queries and corresponding resolutions; provide group and individual training to other Customer/Technical Support Specialists on technical issues and new customer support technologies; set up and run technical systems under difficult time constraints; develop and document technical procedures and solutions to problems; carry out security administration; research, evaluate and test hardware and software products, product versions, and systems solutions; and analyze and make recommendations on response time, training design, user support needs or customer satisfaction.

Information Technology Specialist III, (Customer Technical Support) RANGE A

The Information Technology Specialist III, Range A is the top level in this functional area. The Specialist III (Range A) is the technical expert level in this information technology field with an emphasis in PC/Network/asset management technical support services. Incumbents demonstrate high-level knowledge of network operating systems and asset management software; information problem management methods and practices; and new and innovative customer support methods and technologies. At this level incumbents serve in a lead capacity and direct the work of assigned staff and/or serve as expert specialists who work independently to plan, coordinate, and guide technical support services in an organization. Specific tasks may include responsibility to support and lead solutions with service providers; oversee implementation of new systems and services; perform trend analysis of technical problems; develop and manage customer performance requirements; develop customer support policies, procedures and standards; research and evaluate new customer service management systems and methods in terms of current and future efficiency; and recommend purchase of systems where it is determined that they would enhance the quality and effectiveness of the customer support program (recommendations should incorporate technology as well as organizational culture and policy considerations).